



# **PINNACLE PLAN MEASURES**

# **MONTHLY SUMMARY REPORT**

**December 2019**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – December 2019**

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. Public reporting is critical to ensuring transparency and accountability of the current performance on the measures included in the Pinnacle Plan. The OKDHS Metrics, Baselines, and Targets Agreement -3/7/13 outlines how the outcomes and other indicators are to be measured and reported. Monthly, Quarterly, and Semi-Annual Reports will be made published on the OKDHS Infonet and made available to the public.

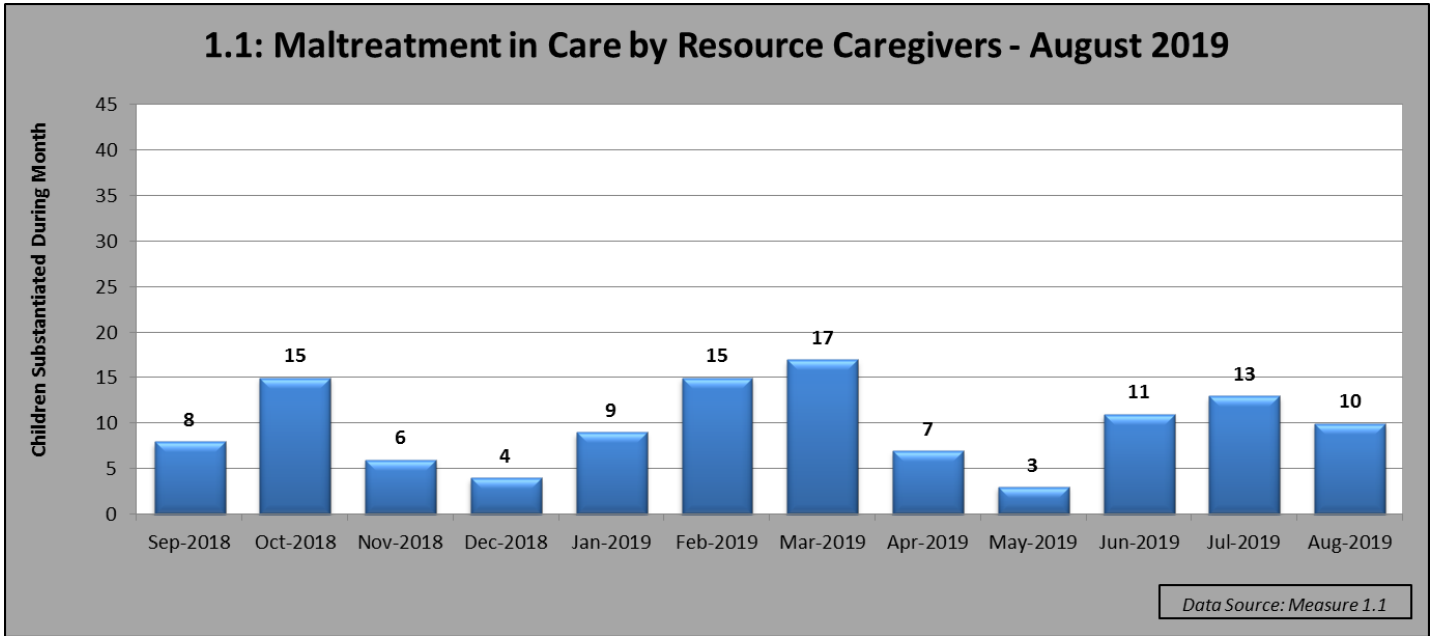
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter Usage. The demographics of children served during the reporting period are included in monthly and semi-annual reports as context data. This information is provided to assist in understanding the population being served by the child welfare system.

Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be a 90-day lag time on Measure 1 – Foster Care Safety to allow time for the Program Review Process to be completed.

OKDHS was the first state agency to have a federally approved Statewide Automated Child Welfare Information System (KIDS System) and continually strives for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, and changes in definitions, and/or data quality issues that may be discovered through the process.**

If you have questions or feedback regarding the Pinnacle Plan, please email us at [dhs.childwelfareplan@okdhs.org](mailto:dhs.childwelfareplan@okdhs.org)

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - December 2019					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - August			
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	8/31/2019	10 Children		
	1.2	<b>Maltreatment in Care by Parents</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by a parent.	8/31/2019	2 Children		
				October Total	SFY20 Total to Date		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	10/31/2019	74	277 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC and ITFC)	10/31/2019	1	22 TFC/ ITFC Homes	
				Contacts Made	Contacts Required	% Contacts Made	
Worker Contacts	3.1	<b>Frequency of Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	10/31/2019	7,370	7,614	96.8%
	3.2	<b>Frequency of Primary Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	10/31/2019	7,021	7,376	95.2%
				October Total	6 Month Total - NIGHTS		
Shelter Use	5.1	<b>Shelter Use Age 0-1 Years</b>	The number of child-nights during the past six months involving children under age 2 years.	10/31/2019	0 Nights 0 Children	0 Nights	
	5.2	<b>Shelter Use Age 2-5 Years</b>	The number of child-nights during the past six months involving children age 2 years to 5 years.	10/31/2019	0 Nights 0 Children	44 Nights	
	5.3	<b>Shelter Use Age 6-12 Years</b>	The number of child-nights during the past six months involving children age 6 years to 12 years.	10/31/2019	801 Nights 49 Children	5,102 Nights	
	5.4	<b>Shelter Use Age 13 and Over</b>	The number of child-nights during the past six months involving children age 13 years or older.	10/31/2019	2258 Nights 114 Children	10,481 Nights	
Caseloads	7.1	<b>Worker Caseloads</b>	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards. (Point in Time as last day of Quarter and Quarterly Total)	Quarterly Report: 7/1/2019-9/30/19	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			77.4%		10.5%	12.1%	
		Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.	% of Supervisors that Meet Standard		1-20% Above Standard	>20% Above Standard	
			83.2%		11.4%	5.3%	
Context Data		<b>Demographical Information on Children In Care, including age and race</b>		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

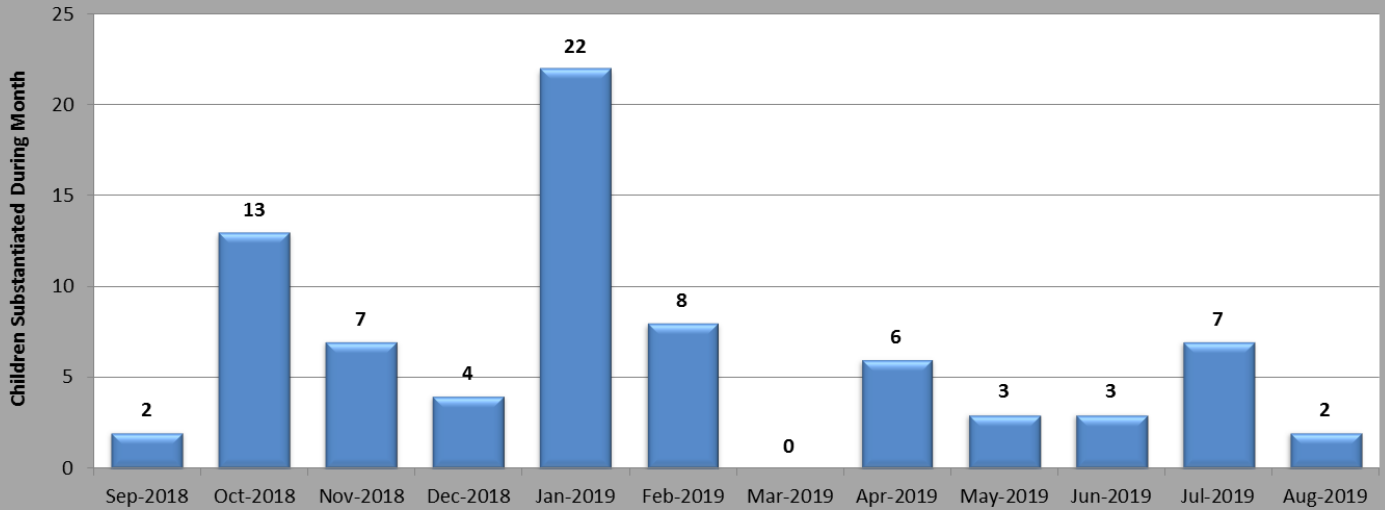


	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019
# of Substantiations	8	15	6	4	9	15	17	7	3	11	13	10

**Data:** The Maltreatment in Care Measure by Resource Caregiver incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. All substantiations on children in Out of Home Care will go through an automatic Program Review. The data reported reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred. This measure includes all children placed in traditional foster care homes, kinship homes (relative or non-relative), therapeutic foster care homes, group homes, shelters, and residential facilities. This measure also includes children substantiated of maltreatment by the Office of Client Advocacy while placed in institutional settings. Every time a child is a substantiated as a victim, that child will be counted in the monthly reporting. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year.

**Comments – December 2019:** For the month of August 2019 there were a total of 10 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 3 referrals for children in foster care and 7 separate referrals for children in OCA placements. Of the 3 children placed in foster care placements, 1 child was placed in CWFC-kinship/relative home and 2 children were placed in a CW Foster Family Care home. Of the 7 children placed in OCA placements, 3 children were placed in an OCA-Level E Res. Facility, one child was placed in an OCA-Level D+ Res. Facility, and 3 children were in an OCA-Psychiatric Res. Treatment Center. Of the 10 substantiated victims in August 2019, 2 had a substantiated finding of threat of harm only.

### 1.2: Maltreatment In Care by Parents - August 2019



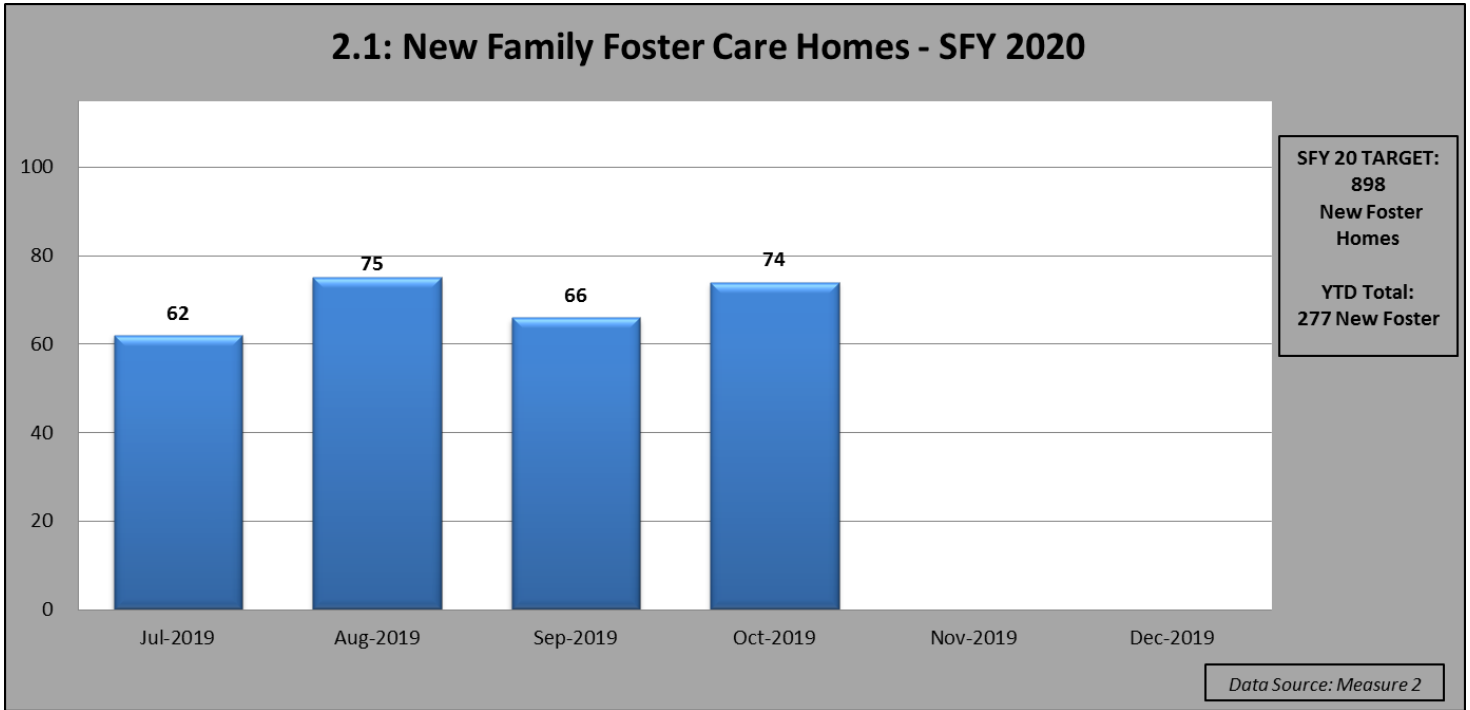
Data Source: Measure 1.2

	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019
# of Substantiations	2	13	7	4	22	8	0	6	3	3	7	2

**Data:** The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred.

Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year. Also, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

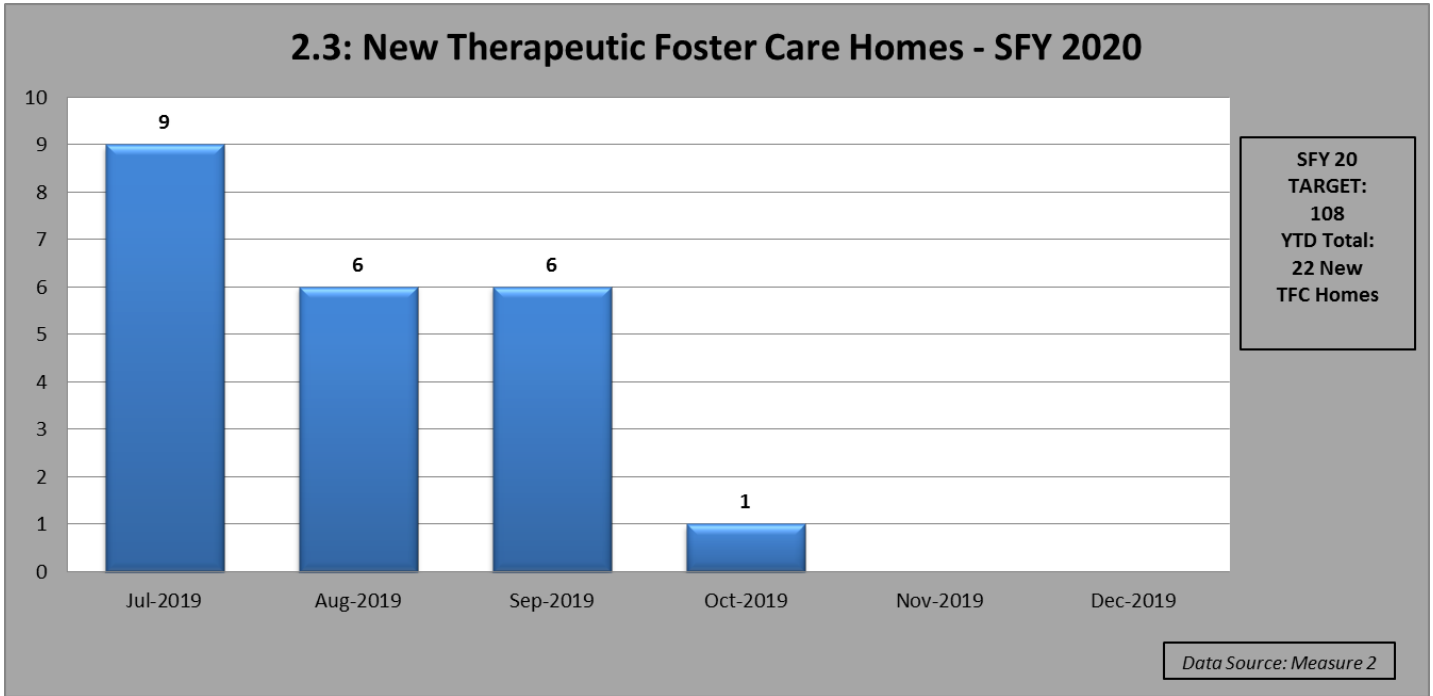
**Comments – December 2019:** For the month of August 2019, there were 2 substantiations of abuse by parents of children in out of home care. These 2 victims were reported in 2 separate referrals. One child was placed in a CWFC-kinship/relative home and 1 child was placed in a CW-Foster Family Care-Supported home.



	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Total
# of New FFC Homes	62	75	66	74									277

**Data:** Total Count of New Foster Homes includes all Foster Family Homes and Supported Foster Homes by month that they were opened using the agreed upon criteria. (This does not include Kinship or Tribal Homes.) The target for SFY20 is 898 new foster homes.

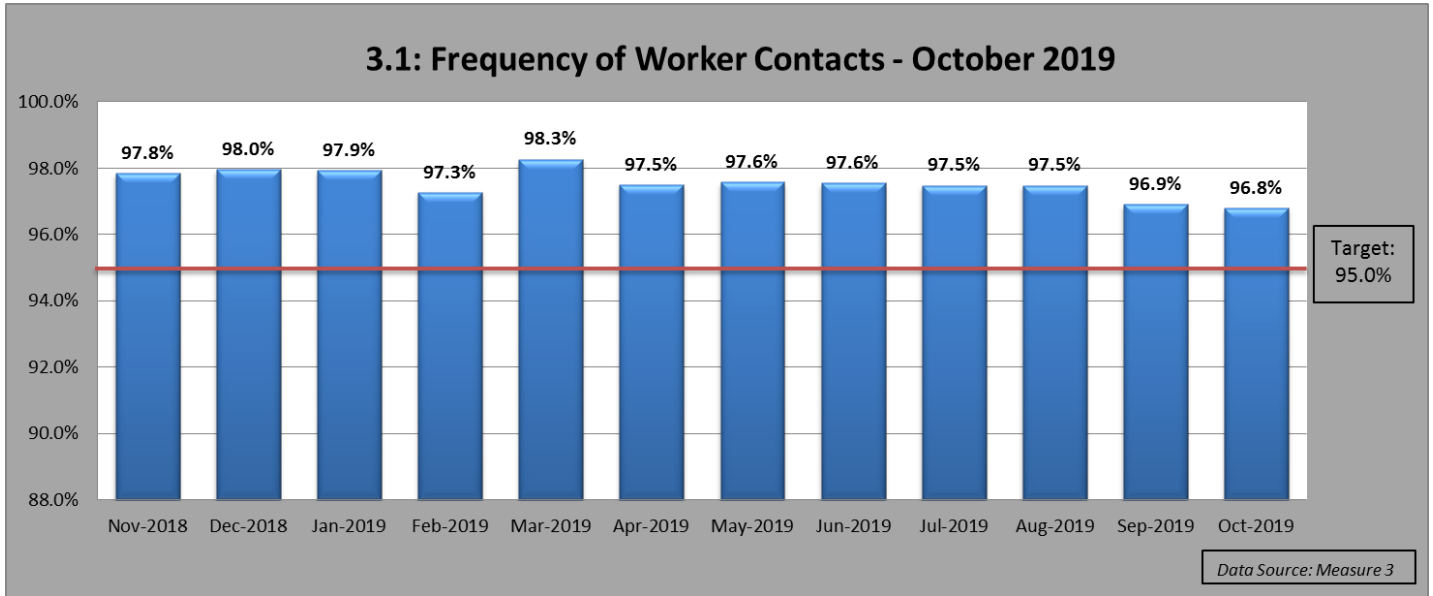
**Comments – December 2019:** In October 2019, there were 74 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 10/31/19, there were a total of 277 new homes for SFY20. The Foster Family Care net gain as of 10/31/19 was -4 homes. The Net gain target for SFY20 is 54 homes.



	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Total
# of New TFC Homes	9	6	6	1									22

**Data:** Total Count of New Therapeutic Foster Homes includes all new TFC Homes, by month that they were opened using the agreed upon criteria. The target for new TFC Homes in SFY20 is 108 new TFC homes.

**Comments – December 2019:** In October 2019, 0 new TCF homes and 1 new ITFC home opened for a total of 1 new therapeutic homes during the month. There are a total of 22 new TFC and ITFC homes for SFY20. The TFC net gain as of 10/31/19 was 3 homes for SFY20. The Net Gain target for SFY20 is 58 homes. *(Please note these numbers are preliminary and subject to change as the logic regarding criteria for counting “new” ITFC homes is still pending final approval.)*

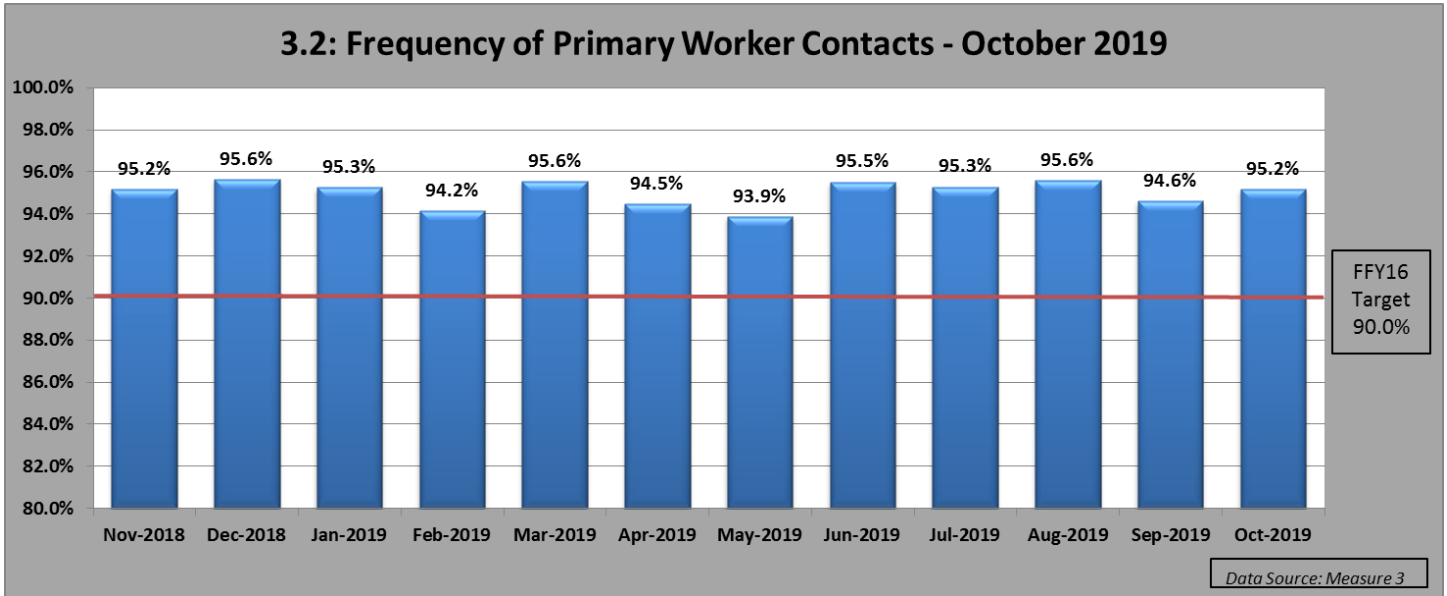


	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
Contacts Made by Any Worker	7628	7482	7464	7409	7496	7379	7394	7385	7440	7364	7392	7370
Minimum Contacts Required	7796	7638	7622	7617	7628	7568	7577	7570	7632	7554	7628	7614
% Made	97.8%	98.0%	97.9%	97.3%	98.3%	97.5%	97.6%	97.6%	97.5%	97.5%	96.9%	96.8%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments – December 2019:** The visitation rate for all worker visits in October 2019 was 96.8%.



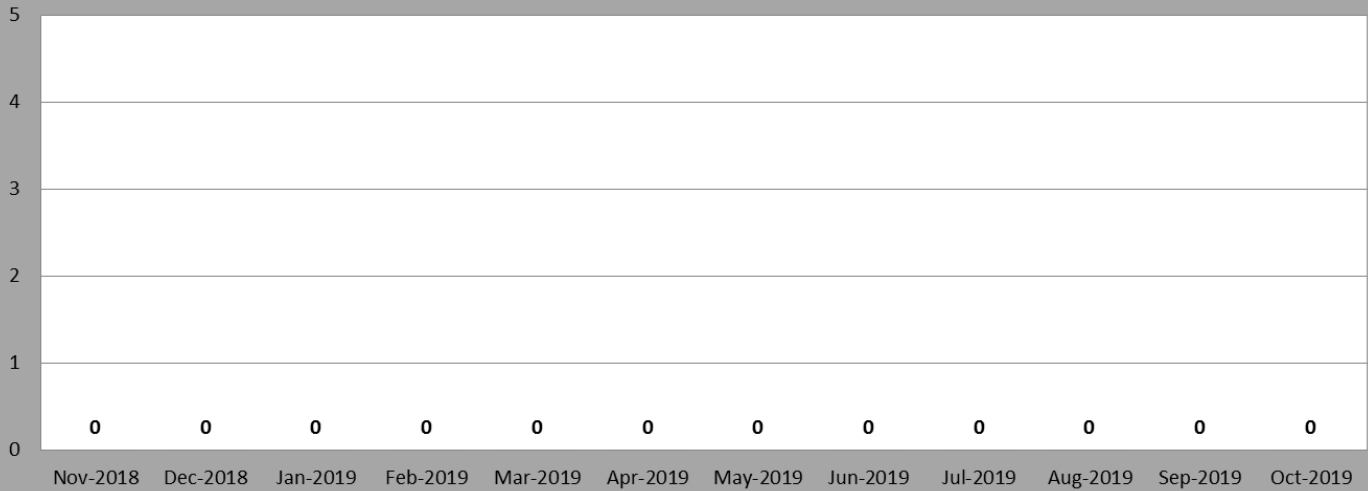


	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
Contacts Made by Primary Worker	7180	7054	7015	6935	7040	6911	6868	6985	7029	6985	6988	7021
Contacts Required	7544	7375	7364	7365	7367	7314	7316	7312	7376	7308	7386	7376
% Made	95.2%	95.6%	95.3%	94.2%	95.6%	94.5%	93.9%	95.5%	95.3%	95.6%	94.6%	95.2%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. Beginning in October 2015, the target for FFY16 is 90.0%.

**Comments – December 2019:** The worker visitation rate for primary workers in October 2019 was 95.2%.

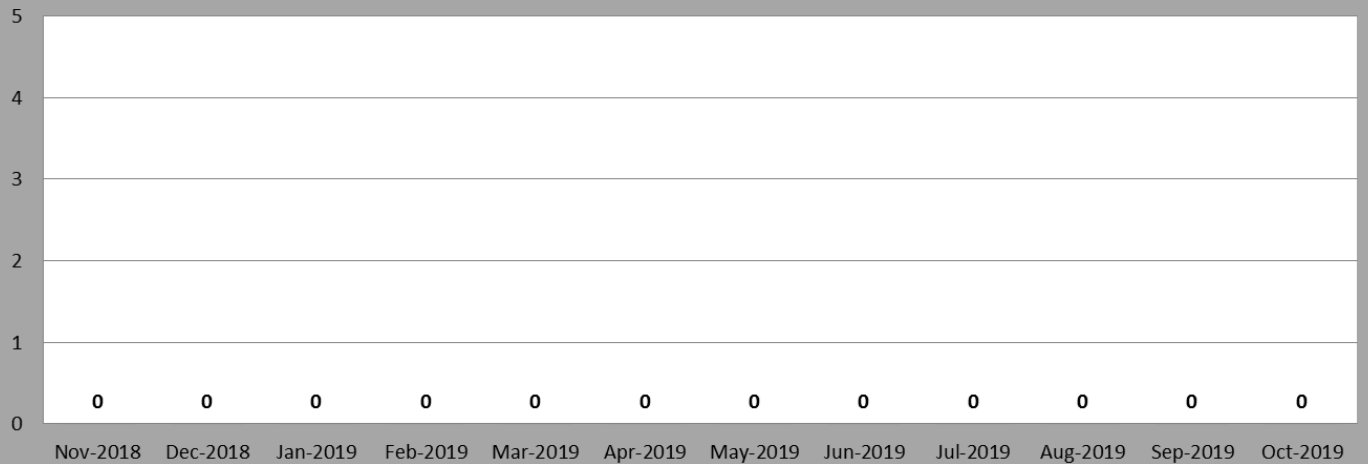
### 5.1: Monthly Shelter-Nights, Age 0-1 - October 2019



Data Source: Measure 5

	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - October 2019



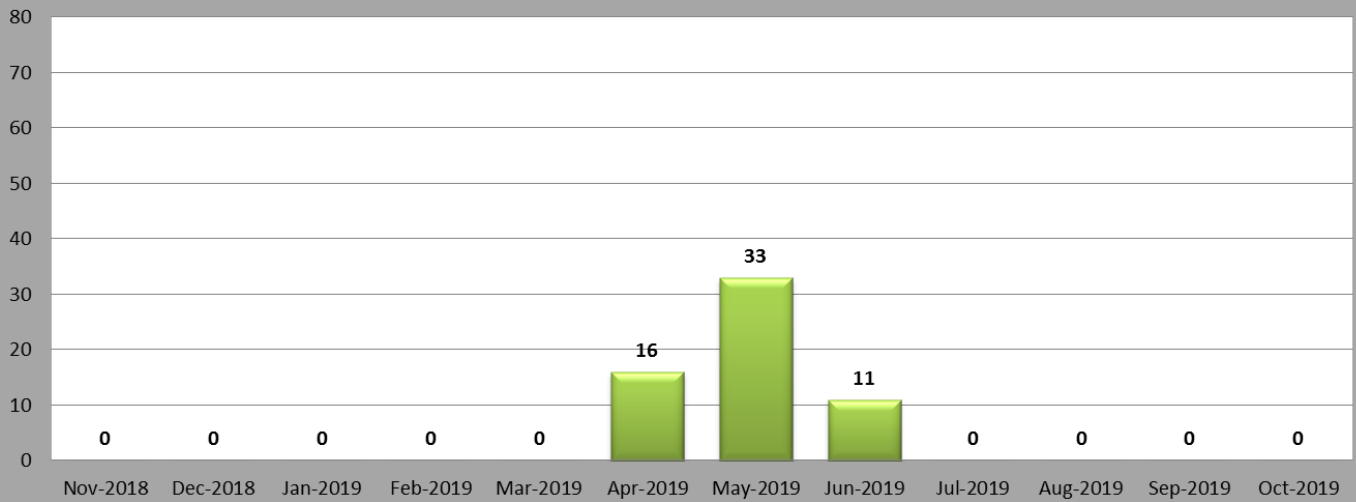
Data Source: Measure 5

	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Children	0	0	0	0	0	0	0	0	0	0	0	0

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part of a sibling set of 4 or more or a child placed with a minor parent who is also in DHS custody.

**Comments – December 2019:** In October 2019, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,834 children age 0-1 year in Out of Home Care in October 2019 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 130 children age 0-1 year removed during the month of October and none of the children had a shelter stay (100% of children in care age 0-1 year).

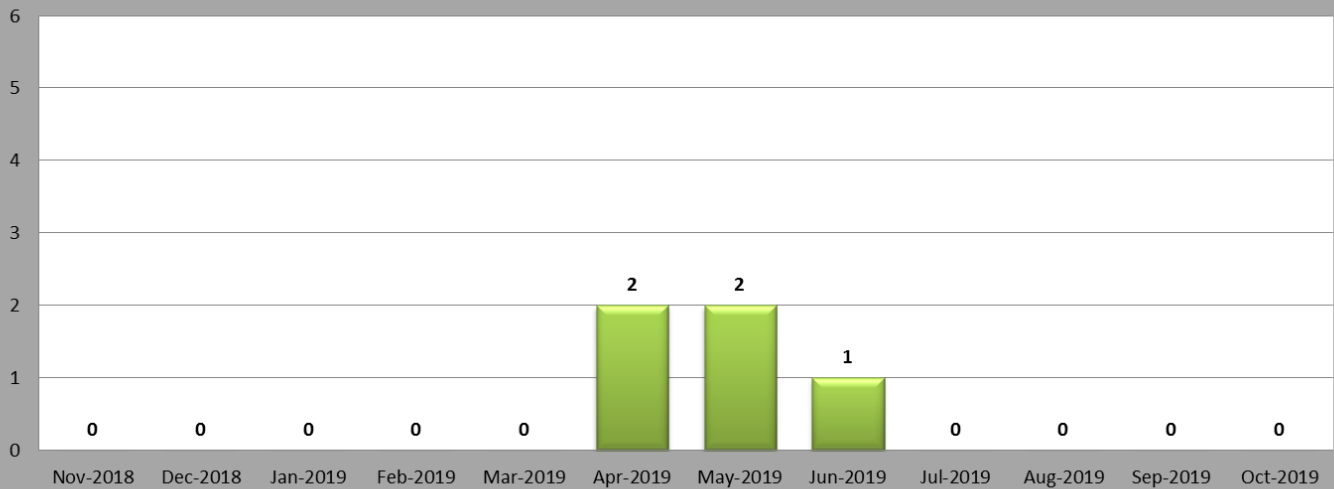
### 5.2: Monthly Shelter-Nights, Age 2-5 - October 2019



Data Source: Measure 5

	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Nights	0	0	0	0	0	16	33	11	0	0	0	0

### 5.2: Monthly Children in Shelter, Age 2-5 - October 2019

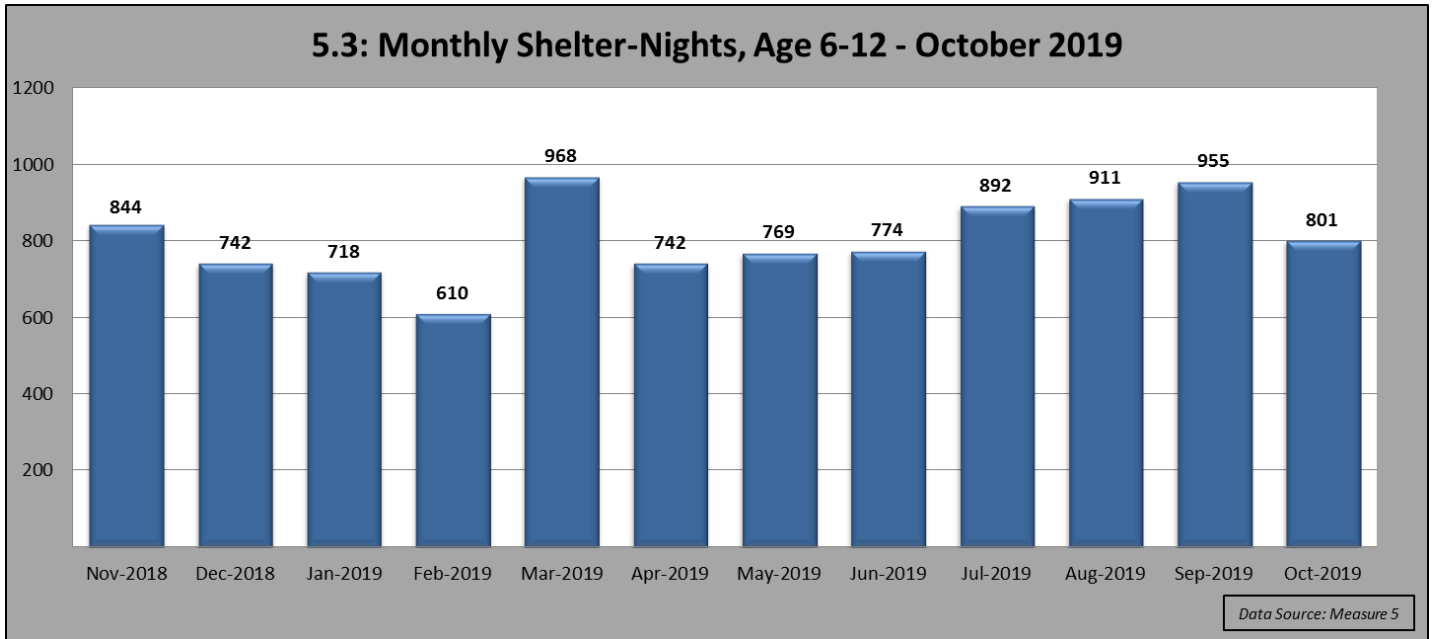


Data Source: Measure 5

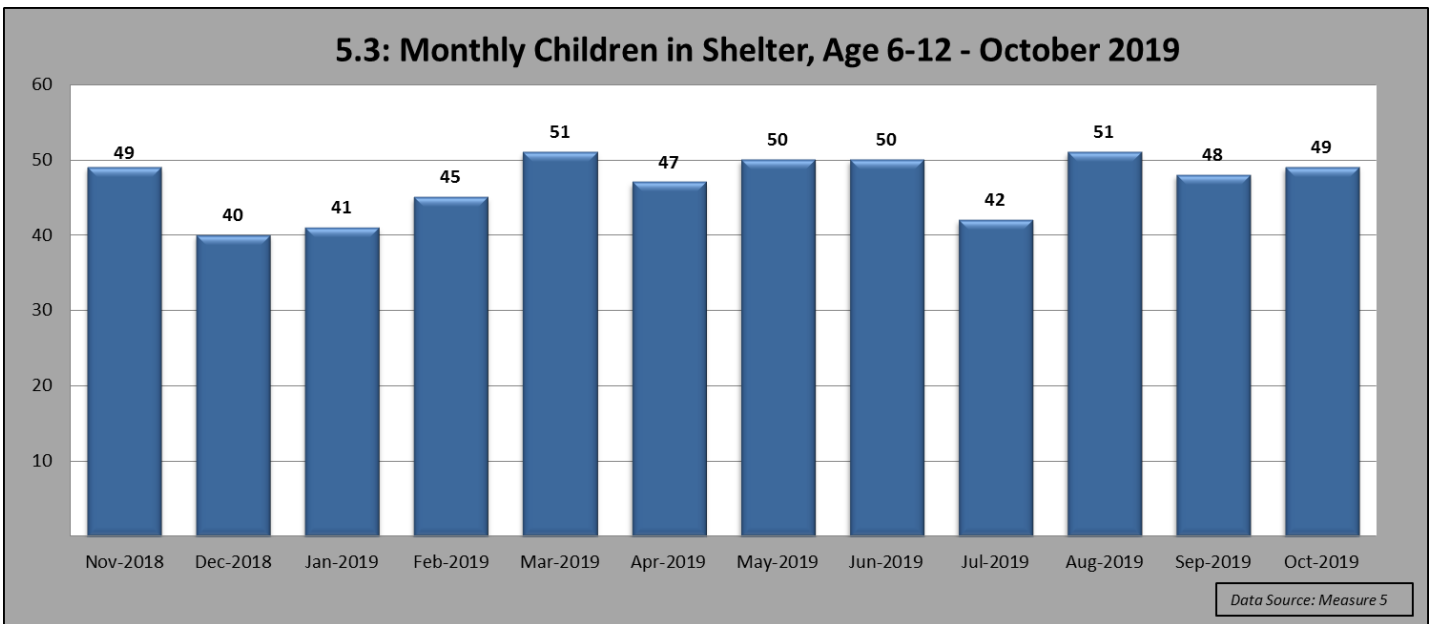
	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Children	0	0	0	0	0	2	2	1	0	0	0	0

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments – December 2019:** In October 2019, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,565 children age 2-5 years in care in October 2019 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 103 children age 2-5 years removed during the month of October and none of those children had a shelter stay (100% of children in care age 2-5 years).



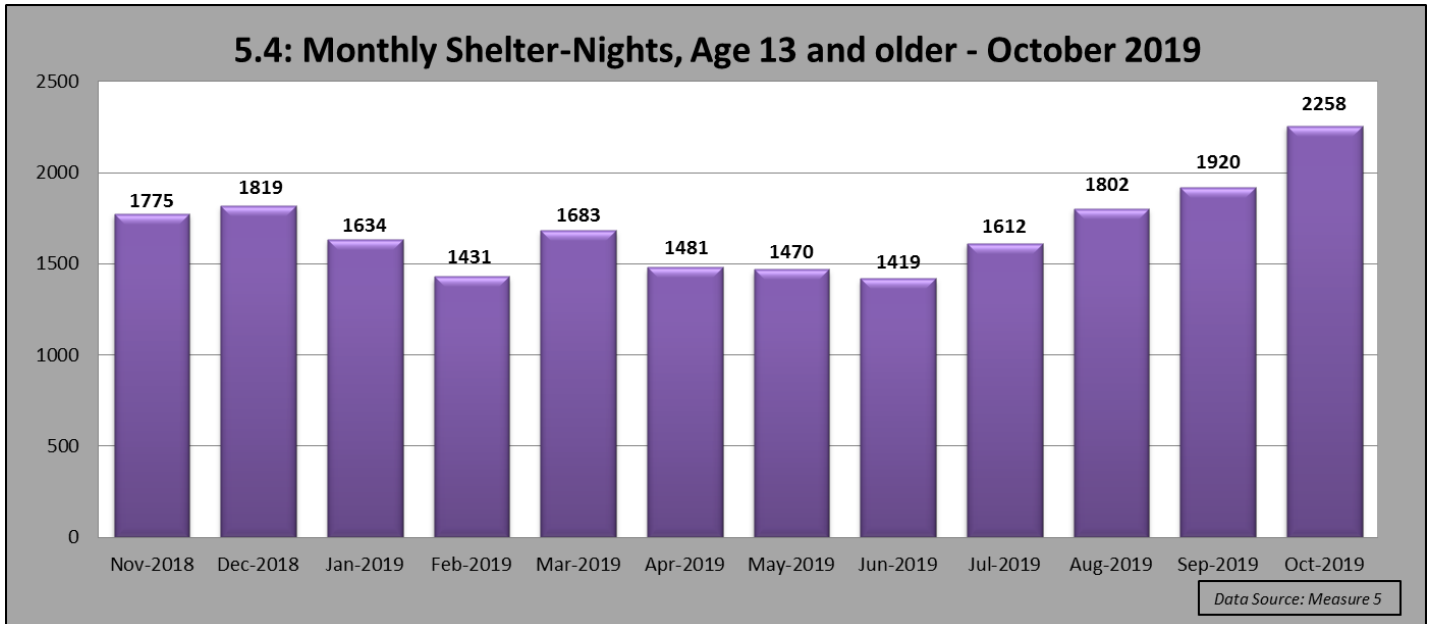
	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Nights	844	742	718	610	968	742	769	774	892	911	955	801



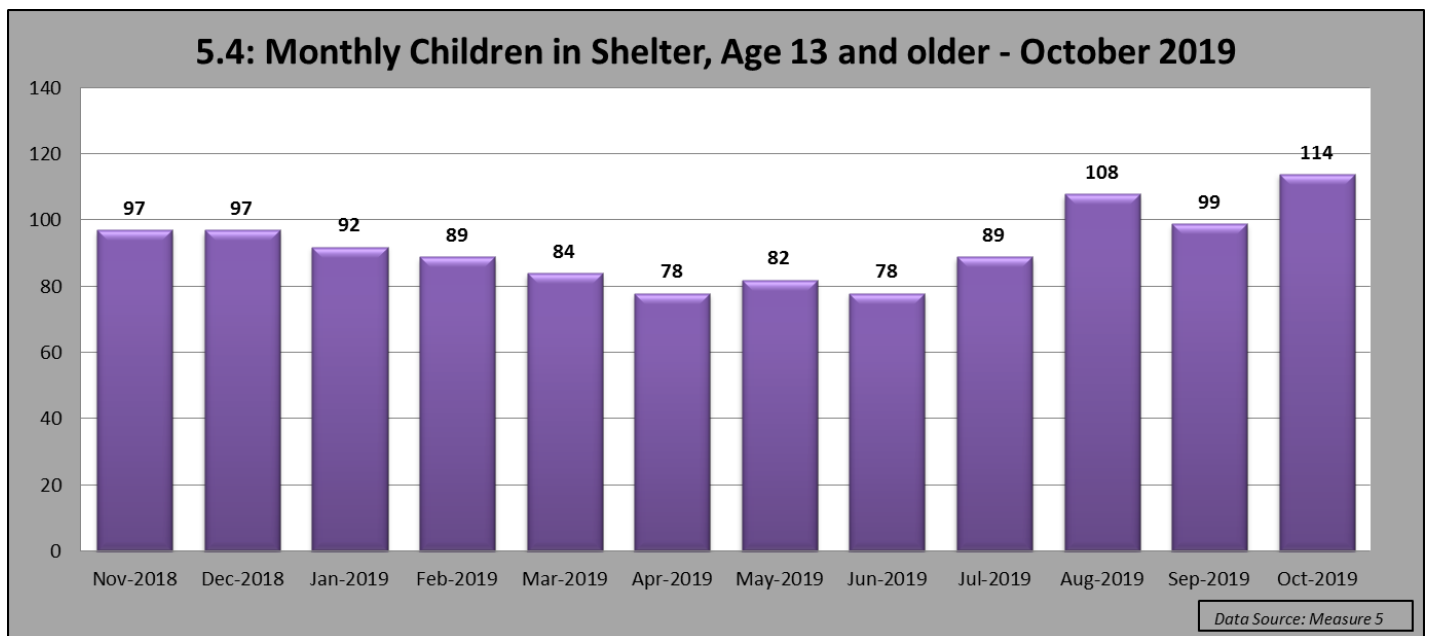
	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Children	49	40	41	45	51	47	50	50	42	51	48	49

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years was fully implemented by 1/1/15.

**Comments – December 2019:** In October 2019, 49 children age 6-12 years spent a total of 801 nights in the shelter. There were 2,749 children age 6-12 years in care in October 2019 and 2,700 of those did not spend a night in the shelter (98.2% of children age 6-12 years). There were 126 children age 6-12 years removed in October and 116 of those children did not have a shelter stay (92.1% of children in care age 6-12 years).



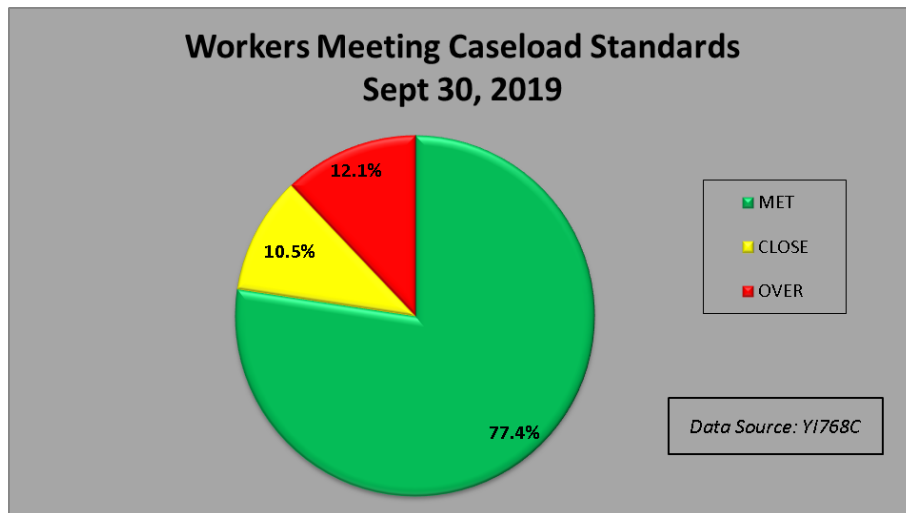
	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Nights	1775	1819	1634	1431	1683	1481	1470	1419	1612	1802	1920	2258



	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019
# of Children	97	97	92	89	84	78	82	78	89	108	99	114

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments – December 2019:** In October 2019, 114 children age 13 and older spent a total of 2,258 nights in the shelter. There were 1,247 children age 13-18 years in care in October 2019. Of those, 1,133 children did not spend a night in the shelter (90.9% of children in care age 13-18 years). There were 36 children age 13-18 years removed during the month of October and 26 of these children did not have a shelter stay (72.2% of children in care age 13-18 years).



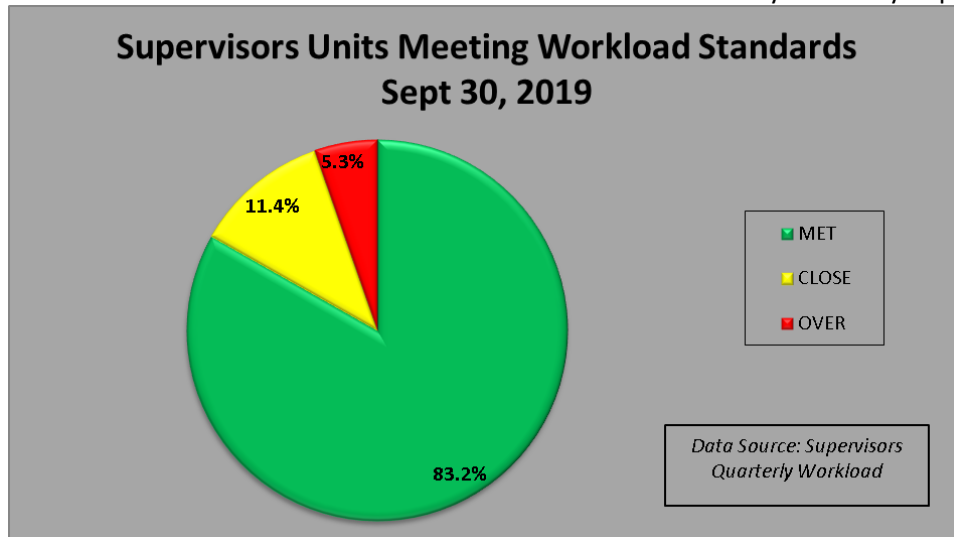
**Quarterly Workload Standards Report  
Jul 1, 2019 - Sept 30, 2019**

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4812	89.0%	5.9%	5.1%
RESOURCE FAMILY SPECIALIST	18327	82.6%	14.5%	3.0%
COMPREHENSIVE	6491	71.8%	18.9%	9.4%
PERMANENCY PLANNING	55151	79.2%	12.7%	8.1%
PREVENTIVE/VOLUNTARY	6541	82.9%	7.5%	9.6%
INVESTIGATION	36679	65.8%	11.9%	22.3%
RECRUITMENT	3612	100.0%	.0%	.0%
ATU	3928	98.4%	1.6%	.0%
<b>STATEWIDE TOTAL</b>	<b>135541</b>	<b>77.3%</b>	<b>11.9%</b>	<b>10.8%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 9/30/18*

**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” A snapshot is taken every morning at 12:00 am of the workload of all Child Welfare workers. The entire workload of workers with a qualifying assignment to a case (CPS, PP, FCS, Adoption, and Resource) are calculated and compared against the caseload standards. The workload is classified as meeting standards if it is 100% or below a caseload. If the workload is over 100% but less than 120% of a caseload, it is considered to be “over but close”; otherwise the workload is considered to be over the standard. The measure tracks each worker - each day to determine if they meet the standard, and this is called a “worker day”. Work performed by Child Welfare Specialists, is broken into multiple categories. This measure will look specifically at Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Resource Family Specialist, Recruitment, and Adoption Transition Unit Workers. For reporting purposes, the Quarterly totals will be included, as well as a point in time percentage of the number of workers “meeting,” “close,” and “over” workload standards on the last day of the reporting period.

**Comments – Oct 2019:** As of 9/30/19, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 77.4%, with 10.5% being “Close”, and 12.1% “Over Standard”. Of the 1486 workers, 1150 workers were meeting workload standards, 156 workers were close, and 180 workers were over the standard. For the period of Jul 1, 2019 – Sept 30, 2019, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 77.3%, with 11.9% being “Close”, and 10.8% “Over Standard.”



**Data:** This measure looks at Supervisor Units in regards to the worker standard per unit. There are two parts to determine if a supervisor unit meets the standard. First, the measure looks at the number of Child Welfare Workers each supervisor is currently supervising in their unit. The target is for each unit to have a ratio of 5 Child Welfare Workers to 1 Supervisor. If a Unit has a ratio of 5:1 or less, they are considered to meet the standard. Units are “Close” if they are 1-20% over with a ratio of 6:1. All Units with a ratio of 7:1 or over are considered “Over”. Each worker accounts for 0.2% of a supervisor’s workload capacity. Secondly, the measure looks at any of those supervisors who are currently supervising caseload carrying workers and also have primary assignments on their own workload. Because these workload assignments deduct from a supervisor’s capacity to supervise their workers, this additional caseload must be factored into the measurement. If a supervisor has less than two case assignments this will not be calculated into the measurement. For any other assignments on a supervisor’s caseload, these will be calculated at the same weight as a worker’s caseload and then added to the supervisor capacity, which includes the number of workers being supervised. With this combined calculation of the supervisor’s workload capacity, it is then determined how many of these supervisor units are meeting the workload standard. This information is based on KIDS ORG data and HRMD Data and is point in time as of the last date of the reporting period.

**Comments – Oct 2019:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 83.2%, with 11.4% being “Close”, and 5.3% “Over Standard”. There are 376 supervisor units with 313 units meeting the standard, 43 units close and 20 units over the standard.

Context Data		
Children in Out of Home Care Population Served October 2019 - 8,395 Children		
Age	# of Children	% of Total
0-1 Years	1834	21.8%
2-5 Years	2565	30.6%
6-12 Years	2749	32.7%
Over 13 Years	1247	14.9%
<b>TOTAL</b>	<b>8395</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	3997	47.6%
African American	760	9.1%
Multi Race	2889	34.4%
Native American	740	8.8%
Pacific Islander / Asian	9	0.1%
<b>TOTAL</b>	<b>8395</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1529</i>	<i>18.2%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

